

CALL SCREENING AGENT

ABSTRACT OF THE DISCLOSURE

A method for providing telecommunication service includes receiving an incoming call request and generating a processing event, in response to the incoming call request. The method further includes transmitting the processing event to an operating space and notifying an agent that the processing event is stored in the operating space. Additionally, the method includes retrieving the processing event from the operating space with the agent and identifying a rule set with the agent. The rule set is associated with the processing event and includes one or more rules. The method further includes identifying a communication device based on the one or more rules; and forwarding the incoming call request to the communication device based on the one or more rules.